

Is the Passenger the customer/user of stations ?

Willy SMEULDERS

European Passenger Federation (EPF)

Council Member

Who is European Passenger Federation, EPF

18 countries

33 member organisations

In contact with EU and national governments

Train, tram, metro, bus, boat passengers

Exchanges of experiences over borders on all passenger related issues



Stations are much more than hardware!



Passengers entering trains, getting off trains, changing trains, waiting

Working sites for staff, shops, services providers

Playing a role in the city and being a center for multi-modal transfer

Passengers – a factor missing



Passengers were - until now - not a major player in the planning process

Passengers have needs and desires which lie outside the focus of the project developer/provider

Some services are even not provided

Stakeholders in the station Process



Modern station
Poor passenger facilities on platform
Halle
Belgium



Good connection train-tram example Freiburg im Breisgau



Picture: Kurt Hultgren





nextstation

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